

3. **Bill Message, FYI, and Bill Imprint:** VZ Telcos shall print a message on the local portion of the customer's bill promoting VZ LD Companies' consumer long distance services. Line limitations are as follows: Bill Message and Bill Imprint (8 lines or less); FYI (40 lines or less).

	VNY	VNE	VDE	VNJ	VPA
Number of OTC Employees	N/A	N/A	N/A	N/A	N/A
Rate	\$62.15 per 1000	\$55.80 per 1000	\$50.00 per 1000	\$50.00 per 1000	\$50.00 per 1000
Rate	\$31.08 per 1000 for 50% of available space	\$27.90 per 1000 for 50% of available space	\$25.00 per 1000 for 50% of available space	\$25.00 per 1000 for 50% of available space	\$25.00 per 1000 for 50% of available space
Rate	\$20.51 per 1000 for 33% of available space	\$18.41 per 1000 for 33% of available space	\$16.50 per 1000 for 33% of available space	\$16.50 per 1000 for 33% of available space	\$16.50 per 1000 for 33% of available space
Basis for Rates	FDC	FDC	FDC	FDC	FDC
Frequency of Transaction	Occasionally	Occasionally	Occasionally	Occasionally	Occasionally

4. **Bill Teaser:** VZ Telcos shall rubber stamp a message that promotes the sale of VZ LD Companies' consumer long distance services.

	VNY	VNE	VDE	VNJ	VPA
Number of OTC Employees	N/A	N/A	N/A	N/A	N/A
Rate	\$21.15 per 1000	\$20.43 per 1000	\$21.95 per 1000	\$21.95 per 1000	\$21.95 per 1000
Rate	\$10.58 per 1000 for 50% of available space	\$10.22 per 1000 for 50% of available space	\$10.98 per 1000 for 50% of available space	\$10.98 per 1000 for 50% of available space	\$10.98 per 1000 for 50% of available space
Rate	\$6.98 per 1000 for 33% of available space	\$6.74 per 1000 for 33% of available space	\$7.24 per 1000 for 33% of available space	\$7.24 per 1000 for 33% of available space	\$7.24 per 1000 for 33% of available space
Basis for Rates	FDC	FDC	FDC	FDC	FDC
Frequency of Transaction	Occasionally	Occasionally	Occasionally	Occasionally	Occasionally

- **On-line Ordering**

1. **On-line sales of VZ LD Companies' products and services:** VZ Telcos will sell VZ LD Companies' long distance products and services on-line and facilitate on-line order input by the customer.

	VNY	VNE	VDE	VNJ	VPA
Number of OTC Employees	N/A	N/A	N/A	N/A	N/A
Rate	\$3.06 per order	\$2.99 per order	\$2.99 per order	\$2.99 per order	\$2.99 per order
Basis for Rates	FDC	FDC	FDC	FDC	FDC
Frequency of Transaction	Daily	Daily	Daily	Daily	Daily

**Verizon Washington, DC Inc. (VDC), Verizon Maryland Inc. (VMD), Verizon Virginia Inc. (VVA), and Verizon West Virginia Inc. (VWV)**

**Marketing Campaign Services**

No rates have been developed for these services.

**Marketing and Order Processing Services**

No rates have been developed for these services.

**Compensation for Sales of Consumer LD by Agents**

No rates have been developed for these services.

**Incentives**

No rates have been developed for these services.

**Bill Media**

No rates have been developed for these services.

**On-line Ordering**

No rates have been developed for these services.

**verizon**

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Verizon Long Distance

**Agreement Details:**

**Title:** Amendment No. 34 to Marketing and Sales Agreement  
(All Jurisdictions)

**Effective Date:** 07/25/01

**Provided by:** Verizon Delaware Inc. (VDE), Verizon Washington, DC Inc. (VDC), Verizon Maryland Inc. (VMD), Verizon New Jersey Inc. (VNJ), Verizon Pennsylvania Inc. (VPA), Verizon Virginia Inc. (VVA), Verizon West Virginia Inc. (VWV), Verizon New York Inc. (VNY), and Verizon New England Inc. (VNE)

**Provided to:** Bell Atlantic Communications, Inc. d/b/a Verizon Long Distance (VLD)

**Details:**

None

**Terms and Conditions:**

Under this Amendment No. 34, Appendix B, Compensation – Consumer, is deleted and replaced by amended and restated Appendix B, Compensation – Consumer – Sales Services.

**Renewal Clause:**

Yes

**Special Equipment:**

None

**Rates/Transaction Frequency/OTC\* Resources:**

\*Operating Telephone Company

See attached [Exhibit](#) for details of services, rates and frequency.  
This document is in PDF format (74 KB). Click [here](#) for more  
information on PDF format.

For access to Amendments 1-26 and to the Original Contract,  
click on Amendment 26 below:

[Amendment 26 - VNY](#)

[Amendment 26 - VNE](#)

[Amendment 26 - VDC](#)

[Amendment 26 - VPA](#)

[Amendment 26 - VNJ](#)

[Amendment 26 - VMD](#)

[Amendment 26 - VDE](#)

[Amendment 26 - VVA](#)

[Amendment 26 - VWV](#)

[Amendment 27 - All Jurisdictions](#)

[Amendment 28 - All Jurisdictions](#)

[Amendment 29 - All Jurisdictions](#)

[Amendment 30 - All Jurisdictions](#)

[Amendment 31 - All Jurisdictions](#)

[Amendment 32 - All Jurisdictions](#)

[Amendment 33 - All Jurisdictions](#)

[Amendment 34 - All Jurisdictions](#)

Contract period: 12/22/99 to 12/31/01

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A copy of the written agreement is available  
for public inspection Monday through Friday  
(except for holidays) between the hours of 9  
a.m. and 4 p.m., by appointment only at:

Please [click here](#) for Contacts and Locations  
for Public Inspection Offices.

[\[Return to Current Location in Affiliated Agreements\]](#)

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Long Distance service provided by Verizon Long Distance.

## APPENDIX B, COMPENSATION – CONSUMER – SALES SERVICES

Verizon New York, Inc. (VNY), Verizon New England Inc. (VNE), Verizon Delaware Inc. (VDE), Verizon Maryland Inc. (VMD), Verizon New Jersey Inc. (VNJ), Verizon Pennsylvania Inc. (VPA), Verizon Virginia Inc. (VVA), Verizon Washington, DC Inc. (VDC), and Verizon West Virginia Inc. (VWV) (together or separately referred to as VZ Telcos).

In consideration of VZ Telcos' provision of services to VZ LD Companies in accordance with the Agreement, VZ LD Companies agree to pay the following compensation to VZ Telcos in accordance with the Agreement:

1. **Sales, Ordering and Customer Inquiry Service:** including sales negotiation, service orders, verification of product availability, sales order status inquiry, error correction for orders initiated by VZ Telcos, operational performance reports, sales retention attempts, and sales quality control observations in accordance with the Agreement.

VZ Telcos	Service/ Employee Title	Number of OTC Employees	Rate	Basis for Rate	Frequency of Transaction
VNY	Consumer Service Center Representatives	0-3,600	\$ 7.71 per contact	FDC <sup>2</sup>	Daily
VNE	Consumer Service Center Representatives	0-1,600	\$ 5.51 per contact	FDC	Daily
VDC	TBD <sup>1</sup>	TBD	TBD	TBD	TBD
VDE	TBD	TBD	TBD	TBD	TBD
VMD	TBD	TBD	TBD	TBD	TBD
VNJ	Consumer Service Center Representatives	0-2,000	\$6.45 per contact	FDC	Daily
VPA	Consumer Service Center Representatives	0-2,000	\$6.14 per contact	FDC	Daily
VVA	TBD	TBD	TBD	TBD	TBD
VWV	TBD	TBD	TBD	TBD	TBD

VZ Telcos	Service/ Employee Title	Number of OTC Employees	Rate	Basis for Rate	Frequency of Transaction
VNY	Consumer Service Center Sales Support and Order Correction Clerks	0-300	\$ 7.71 per contact	FDC	Daily
VNE	Consumer Service Center Sales Support and Order Correction Clerks	0-300	\$ 5.51 per contact	FDC	Daily
VDC	TBD	TBD	TBD	TBD	TBD
VDE	TBD	TBD	TBD	TBD	TBD
VMD	TBD	TBD	TBD	TBD	TBD
VNJ	Consumer Service Center Sales Support and Order Correction Clerks	0-165	\$ 6.45 per contact	FDC	Daily
VPA	Consumer Service Center Sales Support and Order Correction Clerks	0-200	\$ 6.14 per contact	FDC	Daily
VVA	TBD	TBD	TBD	TBD	TBD
VWV	TBD	TBD	TBD	TBD	TBD

<sup>1</sup> OTC means Operating Telephone Company

<sup>2</sup> FDC means fully distributed cost

<sup>3</sup> For purposes of this appendix, the term "TBD" or "To Be Developed" when referring to compensation terms means that the parties may agree upon compensation terms for a specific jurisdiction after execution of this Agreement. If such agreements are reached, the parties will memorialize such agreements by written amendments that are signed by the parties. VZ Telcos will provide services in any such jurisdiction only after such written amendments are signed by the parties.

**2. General Inquiry and Post Sales Support Service:** including post sales product support and customer account maintenance, sales complaints and escalations, referrals of misdirected calls and error processing support in accordance with the Agreement.

VZ Telcos	Service/ Employee Title	Number of OTC Employees	Rate	Basis for Rate	Frequency of Transaction
VNY	Consumer Service Center Representatives	0-3,600	\$12.98 per contact	PMR <sup>4</sup>	Daily
VNE	Consumer Service Center Representatives	0-1,600	\$ 8.03 per contact	PMR	Daily
VDC	TBD	TBD	TBD	TBD	TBD
VDE	TBD	TBD	TBD	TBD	TBD
VMD	TBD	TBD	TBD	TBD	TBD
VNJ	Consumer Service Center Representatives	0-2,000	\$ 6.94 per contact	PMR	Daily
VPA	Consumer Service Center Representatives	0-2,000	\$ 6.22 per contact	PMR	Daily
VVA	TBD	TBD	TBD	TBD	TBD
VWV	TBD	TBD	TBD	TBD	TBD

VZ Telcos	Service/ Employee Title	Number of OTC Employees	Rate	Basis for Rate	Frequency of Transaction
VNY	Consumer Service Center Sales Support and Order Correction Clerks	0-300	\$12.98 per contact	PMR	Daily
VNE	Consumer Service Center Sales Support and Order Correction Clerks	0-300	\$ 8.03 per contact	PMR	Daily
VDC	TBD	TBD	TBD	TBD	TBD
VDE	TBD	TBD	TBD	TBD	TBD
VMD	TBD	TBD	TBD	TBD	TBD
VNJ	Consumer Service Center Sales Support and Order Correction Clerks	0-165	\$ 6.94 per contact	PMR	Daily
VPA	Consumer Service Center Sales Support and Order Correction Clerks	0-200	\$ 6.22 per contact	PMR	Daily
VVA	TBD	TBD	TBD	TBD	TBD
VWV	TBD	TBD	TBD	TBD	TBD

**3. Other Services and Functions:**

**3A. Customer Correspondence:** VZ Telcos will process and respond to VZ LD Companies' customer correspondence in accordance with the Agreement.

VZ Telcos	Service/ Employee Title	Number of OTC Employees	Rate	Basis for Rate	Frequency of Transaction
VNY	Consumer Service Center Sales Support and Order Correction Clerks	0-300	\$ 29.20 per correspondence	PMR	Daily
VNE	Consumer Service Center Sales Support and Order Correction Clerks	0-200	\$ 20.50 per correspondence	PMR	Daily
VDC	TBD	TBD	TBD	TBD	TBD
VDE	TBD	TBD	TBD	TBD	TBD
VMD	TBD	TBD	TBD	TBD	TBD
VNJ	Consumer Service Center Sales Support and Order Correction Clerks	0-165	\$ 17.36 per correspondence	PMR	Daily
VPA	Consumer Service Center Sales Support and Order Correction Clerks	0-200	\$ 17.02 per correspondence	PMR	Daily
VVA	TBD	TBD	TBD	TBD	TBD
VWV	TBD	TBD	TBD	TBD	TBD

<sup>4</sup> PMR means prevailing market rate

**3B. Methods and Procedures and Associated Training Development:** VZ Telcos will develop methods and procedures as described in Appendix A to the Agreement. VZ LD Companies will pay the following rates plus all production, material, supply and distribution costs, and contract labor.

VZ Telcos	Service/Employee Title	Number of OTC Employees	Rate	Basis for Rate	Frequency of Transaction
VNY	Consumer Sales & Service Specialist	Not Applicable	\$113.63 per hour per employee	PMR	Occasionally
VNE	Consumer Sales & Service Specialist	Not Applicable	\$113.63 per hour per employee	PMR	Occasionally
VDC	TBD	TBD	TBD	TBD	TBD
VDE	TBD	TBD	TBD	TBD	TBD
VMD	TBD	TBD	TBD	TBD	TBD
VNJ	Consumer Sales & Service Specialist	Not Applicable	\$113.63 per hour per employee	PMR	Occasionally
VPA	Consumer Sales & Service Specialist	Not Applicable	\$113.63 per hour per employee	PMR	Occasionally
VVA	TBD	TBD	TBD	TBD	TBD
VWV	TBD	TBD	TBD	TBD	TBD

VZ Telcos	Service/Employee Title	Number of OTC Employees	Rate	Basis for Rate	Frequency of Transaction
VNY	OTC Vendor production, material, supplies, and distribution expenses	Not Applicable	Actual OTC vendor cost incurred	Actual OTC vendor cost incurred	Occasionally
VNE	OTC Vendor production, material, supplies, and distribution expenses	Not Applicable	Actual OTC vendor cost incurred	Actual OTC vendor cost incurred	Occasionally
VDC	TBD	TBD	TBD	TBD	TBD
VDE	TBD	TBD	TBD	TBD	TBD
VMD	TBD	TBD	TBD	TBD	TBD
VNJ	OTC Vendor production, material, supplies, and distribution expenses	Not Applicable	Actual OTC vendor cost incurred	Actual OTC vendor cost incurred	Occasionally
VPA	OTC Vendor production, material, supplies, and distribution expenses	Not Applicable	Actual OTC vendor cost incurred	Actual OTC vendor cost incurred	Occasionally
VVA	TBD	TBD	TBD	TBD	TBD
VWV	TBD	TBD	TBD	TBD	TBD

**3C. Initial Training of VZ Telcos Incumbent Personnel:** Initial training on VZ LD Companies' products and services and all other necessary instruction to sell to and service VZ LD Companies' customers in accordance with the Agreement.

VZ Telcos	Service/Employee Title	Number of OTC Employees	Rate	Basis for Rate	Frequency of Transaction
VNY	N/A <sup>5</sup>	N/A	N/A	N/A	N/A
VNE	Consumer Service Center Representatives	0-1,600	\$ 519.63 per student per day	PMR	Occasionally
VDC	TBD	TBD	TBD	TBD	TBD
VDE	TBD	TBD	TBD	TBD	TBD
VMD	TBD	TBD	TBD	TBD	TBD
VNJ	Consumer Service Center Representatives	0-2,000	\$587.00 per student per day	PMR	Occasionally
VPA	Consumer Service Center Representatives	0-2,000	\$525.49 per student per day	PMR	Occasionally
VVA	TBD	TBD	TBD	TBD	TBD
VWV	TBD	TBD	TBD	TBD	TBD

VZ Telcos	Service/Employee Title	Number of OTC Employees	Rate	Basis for Rate	Frequency of Transaction
VNY	N/A	N/A	N/A	N/A	N/A
VNE	Consumer Service Center Sales Support and Order Correction Clerks	0-200	\$ 553.90 per student per day	PMR	Occasionally
VDC	TBD	TBD	TBD	TBD	TBD
VDE	TBD	TBD	TBD	TBD	TBD
VMD	TBD	TBD	TBD	TBD	TBD
VNJ	Consumer Service Center Sales Support and Order Correction Clerks	0-165	\$ 551.30 per student per day	PMR	Occasionally
VPA	Consumer Service Center Sales Support and Order Correction Clerks	0-200	\$ 547.16 per student per day	PMR	Occasionally
VVA	TBD	TBD	TBD	TBD	TBD
VWV	TBD	TBD	TBD	TBD	TBD

VZ Telcos	Service/Employee Title	Number of OTC Employees	Rate	Basis for Rate	Frequency of Transaction
VNY	N/A	N/A	N/A	N/A	N/A
VNE	Consumer Service Center Sales Assistant Managers	0-150	\$676.17 per student per day	PMR	Occasionally
VDC	TBD	TBD	TBD	TBD	TBD
VDE	TBD	TBD	TBD	TBD	TBD
VMD	TBD	TBD	TBD	TBD	TBD
VNJ	Consumer Service Center Sales Assistant Managers	0-75	\$782.49 per student per day	PMR	Occasionally
VPA	Consumer Service Center Sales Assistant Managers	0-150	\$792.68 per student per day	PMR	Occasionally
VVA	TBD	TBD	TBD	TBD	TBD
VWV	TBD	TBD	TBD	TBD	TBD

<sup>5</sup> N/A means not applicable to this VZ Telco



VZ Telcos	Service/ Employee Title	Number of OTC Employees	Rate	Basis for Rate	Frequency of Transaction
VNY	N/A	N/A	N/A	N/A	N/A
VNE	Consumer Service Center Sales Managers	0-20	\$811.15 per student per day	PMR	Occasionally
VDC	TBD	TBD	TBD	TBD	TBD
VDE	TBD	TBD	TBD	TBD	TBD
VMD	TBD	TBD	TBD	TBD	TBD
VNJ	Consumer Service Center Sales Managers	0-20	\$ 936.89 per student per day	PMR	Occasionally
VPA	Consumer Service Center Sales Managers	0-20	\$ 951.53 per student per day	PMR	Occasionally
VVA	TBD	TBD	TBD	TBD	TBD
VWV	TBD	TBD	TBD	TBD	TBD

VZ Telcos	Service/ Employee Title	Number of OTC Employees	Rate	Basis for Rate	Frequency of Transaction
VNY	N/A	N/A	N/A	N/A	N/A
VNE	Consumer Service Center TIPS Observers	0-20	\$676.17 per student per day	PMR	Occasionally
VDC	TBD	TBD	TBD	TBD	TBD
VDE	TBD	TBD	TBD	TBD	TBD
VMD	TBD	TBD	TBD	TBD	TBD
VNJ	Consumer Service Center TIPS Observers	0-20	\$ 782.49 per student per day	PMR	Occasionally
VPA	Consumer Service Center TIPS Observers	0-20	\$792.68 per student per day	PMR	Occasionally
VVA	TBD	TBD	TBD	TBD	TBD
VWV	TBD	TBD	TBD	TBD	TBD

**3D. Initial Training of New VZ Telcos Personnel:** Initial training on standard VZ Telcos' initial training curriculum, in addition to VZ LD Companies' products and services and all other necessary instruction to sell to and service VZ LD Companies' customers in accordance with the Agreement.

VZ Telcos	Service/ Employee Title	Number of OTC Employees	Rate	Basis for Rate	Frequency of Transaction
VNY	N/A	N/A	N/A	N/A	N/A
VNE	Consumer Service Center Representatives	0-200	\$34,197.13 per student	PMR	Occasionally
VDC	TBD	TBD	TBD	TBD	TBD
VDE	TBD	TBD	TBD	TBD	TBD
VMD	TBD	TBD	TBD	TBD	TBD
VNJ	Consumer Service Center Representatives	0-160	\$ 41,829.00 per student	PMR	Occasionally
VPA	Consumer Service Center Representatives	0-175	\$37,182.34 per student	PMR	Occasionally
VVA	TBD	TBD	TBD	TBD	TBD
VWV	TBD	TBD	TBD	TBD	TBD

VZ Telcos	Service/Employee Title	Number of OTC Employees	Rate	Basis for Rate	Frequency of Transaction
VNY	N/A	N/A	N/A	N/A	N/A
VNE	Consumer Service Center Sales Support and Order Correction Clerks	0-20	\$25,209.90 per student	PMR	Occasionally
VDC	TBD	TBD	TBD	TBD	TBD
VDE	TBD	TBD	TBD	TBD	TBD
VMD	TBD	TBD	TBD	TBD	TBD
VNJ	Consumer Service Center Sales Support and Order Correction Clerks	0-20	\$25,103.30 per student	PMR	Occasionally
VPA	Consumer Service Center Sales Support and Order Correction Clerks	0-30	\$24,933.56 per student	PMR	Occasionally
VVA	TBD	TBD	TBD	TBD	TBD
VWV	TBD	TBD	TBD	TBD	TBD

**3E. Ongoing Training of VZ Telcos Personnel:** Ongoing training on VZ LD Companies' products and services in accordance with the Agreement.

VZ Telcos	Service/Employee Title	Number of OTC Employees	Rate	Basis for Rate	Frequency of Transaction
VNY	Consumer Service Center Representatives	0-3,600	\$70.06 per hour per employee (pro-rated in 15 minute increments after 1 hour)	PMR	Occasionally
VNE	Consumer Service Center Representatives	0-1,600	\$ 49.95 per hour per employee (pro-rated in 15 minute increments after 1 hour)	PMR	Occasionally
VDC	TBD	TBD	TBD	TBD	TBD
VDE	TBD	TBD	TBD	TBD	TBD
VMD	TBD	TBD	TBD	TBD	TBD
VNJ	Consumer Service Center Representatives	0-2000	\$60.04 per hour per employee (pro-rated in 15 minute increments after 1 hour)	PMR	Occasionally
VPA	Consumer Service Center Representatives	0-2000	\$48.85 per hour per employee (pro-rated in 15 minute increments after 1 hour)	PMR	Occasionally
VVA	TBD	TBD	TBD	TBD	TBD
VWV	TBD	TBD	TBD	TBD	TBD

VZ Telcos	Service/ Employee Title	Number of OTC Employees	Rate	Basis for Rate	Frequency of Transaction
VNY	Consumer Service Center Sales Support and Order Correction Clerks	0-300	\$77.76 per hour per employee (pro-rated in 15 minute increments after 1 hour)	PMR	Occasionally
VNE	Consumer Service Center Sales Support and Order Correction Clerks	0-150	\$ 54.52 per hour per employee (pro-rated in 15 minute increments after 1 hour)	PMR	Occasionally
VDC	TBD	TBD	TBD	TBD	TBD
VDE	TBD	TBD	TBD	TBD	TBD
VMD	TBD	TBD	TBD	TBD	TBD
VNJ	Consumer Service Center Sales Support and Order Correction Clerks	0-165	\$54.94 per hour per employee (pro-rated in 15 minute increments after 1 hour)	PMR	Occasionally
VPA	Consumer Service Center Sales Support and Order Correction Clerks	0-200	\$51.74 per hour per employee (pro-rated in 15 minute increments after 1 hour)	PMR	Occasionally
VVA	TBD	TBD	TBD	TBD	TBD
VWV	TBD	TBD	TBD	TBD	TBD

VZ Telcos	Service/ Employee Title	Number of OTC Employees	Rate	Basis for Rate	Frequency of Transaction
VNY	Consumer Service Center Assistant Manager	0-300	\$78.24 per hour per employee (pro-rated in 15 minute increments after 1 hour)	PMR	Occasionally
VNE	Consumer Service Center Assistant Manager	0-90	\$66.40 per hour per employee (pro-rated in 15 minute increments after 1 hour)	PMR	Occasionally
VDC	TBD	TBD	TBD	TBD	TBD
VDE	TBD	TBD	TBD	TBD	TBD
VMD	TBD	TBD	TBD	TBD	TBD
VNJ	Consumer Service Center Assistant Manager	0-75	\$ 76.97 per hour per employee (pro-rated in 15 minute increments after 1 hour)	PMR	Occasionally
VPA	Consumer Service Center Assistant Manager	0-150	\$ 79.20 per hour per employee (pro-rated in 15 minute increments after 1 hour)	PMR	Occasionally
VVA	TBD	TBD	TBD	TBD	TBD
VWV	TBD	TBD	TBD	TBD	TBD

**3F. VZ LD Companies-Channel Service Order Error Correction:** VZ Telcos will provide error processing support or direct error to location/interface for orders that are not initiated by VZ Telcos in accordance with the Agreement.

VZ Telcos	Service/Employee Title	Number of OTC Employees	Rate	Basis for Rate	Frequency of Transaction
VNY	N/A	N/A	N/A	N/A	N/A
VNE	Consumer Service Center Sales Support and Order Correction Clerks	0-200	\$14.38 per transaction	PMR	Daily
VDC	TBD	TBD	TBD	TBD	TBD
VDE	TBD	TBD	TBD	TBD	TBD
VMD	TBD	TBD	TBD	TBD	TBD
VNJ	Consumer Service Center Sales Support and Order Correction Clerks	0-165	\$ 10.91 per transaction	PMR	Daily
VPA	Consumer Service Center Sales Support and Order Correction Clerks	0-200	\$ 10.61 per transaction	PMR	Daily
VVA	TBD	TBD	TBD	TBD	TBD
VWV	TBD	TBD	TBD	TBD	TBD

**3G. Confirmation and Investigation of Carrier Change Records:** VZ Telcos will contact certain VZ LD Companies' customers (as specified by VZ LD Companies), to investigate, confirm and/or correct records relating to the selection of VZ LD Companies as the customer's preferred carrier. VZ Telcos shall perform this service only in connection with an open governmental proceeding.

VZ Telcos	Service/Employee Title	Number of OTC Employees	Rate	Basis for Rate	Frequency of Transaction
VNY	Customer Verification Contact	Not Applicable	\$23.75 per hour	PMR	Daily
VNE	N/A	N/A	N/A	N/A	N/A
VDC	TBD	TBD	TBD	TBD	TBD
VDE	TBD	TBD	TBD	TBD	TBD
VMD	TBD	TBD	TBD	TBD	TBD
VNJ	N/A	N/A	N/A	N/A	N/A
VPA	N/A	N/A	N/A	N/A	N/A
VVA	TBD	TBD	TBD	TBD	TBD
VWV	TBD	TBD	TBD	TBD	TBD

**3H. Service Orders Processing:** VZ Telcos will issue service orders for changes in primary interexchange carriers ("PIC changes") on VZ LD Companies' customer accounts in connection with the carrier change verification services described above.

VZ Telcos	Service/Employee Title	Number of OTC Employees	Rate	Basis for Rate	Frequency of Transaction
VNY	Consumer Service Center Representatives	0-100	FCC No. 11, secs. 13.3.3(B)(4)(a) and 31.13.4(A)(1)	Tariff	Daily
VNE	Consumer Service Center Representatives	0-100	FCC No. 11, secs. 13.3.3(B)(4)(a) and 31.13.4(A)(1)	Tariff	Daily
VDC	TBD	TBD	TBD	TBD	TBD
VDE	TBD	TBD	TBD	TBD	TBD
VMD	TBD	TBD	TBD	TBD	TBD
VNJ	N/A	N/A	N/A	N/A	N/A
VPA	N/A	N/A	N/A	N/A	N/A
VVA	TBD	TBD	TBD	TBD	TBD
VWV	TBD	TBD	TBD	TBD	TBD

VZ Telcos	Service/Employee Title	Number of OTC Employees	Rate	Basis for Rate	Frequency of Transaction
VNY	Consumer Service Center Sales Support and Order Correction Clerks	0-150	FCC No. 11, secs. 13.3.3(B)(4)(a) and 31.13.4(A)(1)	Tariff	Daily
VNE	Consumer Service Center Sales Support and Order Correction Clerks	0-150	FCC No. 11, secs. 13.3.3(B)(4)(a) and 31.13.4(A)(1)	Tariff	Daily
VDC	TBD	TBD	TBD	TBD	TBD
VDE	TBD	TBD	TBD	TBD	TBD
VMD	TBD	TBD	TBD	TBD	TBD
VNJ	N/A	N/A	N/A	N/A	N/A
VPA	N/A	N/A	N/A	N/A	N/A
VVA	TBD	TBD	TBD	TBD	TBD
VWV	TBD	TBD	TBD	TBD	TBD

**3I. Project Management:** VZ Telcos will develop and manage the process for completing all work associated with the activities described in Amendment 16 to the Agreement.

VZ Telcos	Service/Employee Title	Number of OTC Employees	Rate	Basis for Rate	Frequency of Transaction
VNY	N/A	N/A	N/A	N/A	N/A
VNE	Consumer Sales & Service Senior Specialist	Not Applicable	\$1,083.45 per day	PMR	Daily
VDC	TBD	TBD	TBD	TBD	TBD
VDE	TBD	TBD	TBD	TBD	TBD
VMD	TBD	TBD	TBD	TBD	TBD
VNJ	N/A	N/A	N/A	N/A	N/A
VPA	N/A	N/A	N/A	N/A	N/A
VVA	TBD	TBD	TBD	TBD	TBD
VWV	TBD	TBD	TBD	TBD	TBD

**3J. Processing of Bill Archive and Retrieval System (BARS) Adjustments:** VZ Telcos will issue adjustments to VZ LD Companies' customers for VZ LD Companies' charges in connection with the carrier change verification services described in paragraph 3G above.

VZ Telcos	Service/Employee Title	Number of OTC Employees	Rate	Basis for Rate	Frequency of Transaction
VNY	Consumer Service Center Representatives	0-3,600	\$ 33.01 per account adjusted	PMR	Daily
VNE	Consumer Service Center Representatives	0-100	\$ 31.50 per account adjusted	PMR	Daily
VDC	TBD	TBD	TBD	TBD	TBD
VDE	TBD	TBD	TBD	TBD	TBD
VMD	TBD	TBD	TBD	TBD	TBD
VNJ	N/A	N/A	N/A	N/A	N/A
VPA	N/A	N/A	N/A	N/A	N/A
VVA	TBD	TBD	TBD	TBD	TBD
VWV	TBD	TBD	TBD	TBD	TBD

**3K. Processing of Recourse Adjustments:** VZ Telcos will issue recourse adjustments for charges on VZ LD Companies' customers accounts in connection with the carrier change verification services described in paragraph 3G above.

VZ Telcos	Service/Employee Title	Number of OTC Employees	Rate	Basis for Rate	Frequency of Transaction
VNY	Consumer Service Center Representatives	0-3,600	\$ 5.89 per account adjusted	PMR	Daily
VNE	Consumer Service Center Representatives	0-100	\$ 5.62 per account adjusted	PMR	Daily
VDC	TBD	TBD	TBD	TBD	TBD
VDE	TBD	TBD	TBD	TBD	TBD
VMD	TBD	TBD	TBD	TBD	TBD
VNJ	N/A	N/A	N/A	N/A	N/A
VPA	N/A	N/A	N/A	N/A	N/A
VVA	TBD	TBD	TBD	TBD	TBD
VWV	TBD	TBD	TBD	TBD	TBD

**3L. Processing of Letters of Authorization:** VZ Telcos will process Letters of Authorization from VZ LD Companies' customers confirming selection of VZ LD Companies as the customer's preferred carrier. VZ Telcos shall perform this activity for VZ LD Companies only in connection with an open governmental proceeding.

VZ Telcos	Service/Employee Title	Number of OTC Employees	Rate	Basis for Rate	Frequency of Transaction
VNY	Customer Verification Contact	Not Applicable	\$ 11.00 per hour	PMR	Daily
VNE	N/A	N/A	N/A	N/A	N/A
VDC	TBD	TBD	TBD	TBD	TBD
VDE	TBD	TBD	TBD	TBD	TBD
VMD	TBD	TBD	TBD	TBD	TBD
VNJ	N/A	N/A	N/A	N/A	N/A
VPA	N/A	N/A	N/A	N/A	N/A
VVA	TBD	TBD	TBD	TBD	TBD
VWV	TBD	TBD	TBD	TBD	TBD

**3M. Postal Services – P. O. Box:** VZ Telcos will set up a P. O. Box for the processing of Letters of Authorization. VZ Telcos shall perform this activity for VZ LD Companies only in connection with an open governmental proceeding.

VZ Telcos	Service/Employee Title	Number of OTC Employees	Rate	Basis for Rate	Frequency of Transaction
VNY	Customer Verification Contact	Not Applicable	Actual expenses incurred not to be less than \$65.00	Actual expenses incurred	Occasionally
VNE	N/A	N/A	N/A	N/A	N/A
VDC	TBD	TBD	TBD	TBD	TBD
VDE	TBD	TBD	TBD	TBD	TBD
VMD	TBD	TBD	TBD	TBD	TBD
VNJ	N/A	N/A	N/A	N/A	N/A
VPA	N/A	N/A	N/A	N/A	N/A
VVA	TBD	TBD	TBD	TBD	TBD
VWV	TBD	TBD	TBD	TBD	TBD

**3N. Postal Services - Permit** VZ Telcos will obtain a Business Reply permit for the processing of Letters of Authorization. VZ Telcos shall perform this activity for VZ LD Companies only in connection with an open governmental proceeding.

VZ Telcos	Service/Employee Title	Number of OTC Employees	Rate	Basis for Rate	Frequency of Transaction
VNY	Customer Verification Contact	Not Applicable	Actual expenses incurred not to be less than \$400.00	Actual expenses incurred	Occasionally
VNE	N/A	N/A	N/A	N/A	N/A
VDC	TBD	TBD	TBD	TBD	TBD
VDE	TBD	TBD	TBD	TBD	TBD
VMD	TBD	TBD	TBD	TBD	TBD
VNJ	N/A	N/A	N/A	N/A	N/A
VPA	N/A	N/A	N/A	N/A	N/A
VVA	TBD	TBD	TBD	TBD	TBD
VWV	TBD	TBD	TBD	TBD	TBD

**3O. Postal Services - Postage:** VZ Telcos will purchase postage sufficient to process Letters of Authorization. VZ Telcos shall perform this activity for VZ LD Companies only in connection with an open governmental proceeding.

VZ Telcos	Service/Employee Title	Number of OTC Employees	Rate	Basis for Rate	Frequency of Transaction
VNY	Customer Verification Contact	Not Applicable	Actual expenses incurred	Actual expenses incurred	Daily
VNE	N/A	N/A	N/A	N/A	N/A
VDC	TBD	TBD	TBD	TBD	TBD
VDE	TBD	TBD	TBD	TBD	TBD
VMD	TBD	TBD	TBD	TBD	TBD
VNJ	N/A	N/A	N/A	N/A	N/A
VPA	N/A	N/A	N/A	N/A	N/A
VVA	TBD	TBD	TBD	TBD	TBD
VWV	TBD	TBD	TBD	TBD	TBD

**3P. Account Investigation:** VZ Telcos will research and provide information to VZ LD Companies relating to customers' accounts in support of VZ LD Companies' provision of customer service. VZ Telcos will process corrective orders upon VZ LD Companies' instruction (e.g., application of credits).

VZ Telcos	Service/Employee Title	Number of OTC Employees	Rate	Basis for Rate	Frequency of Transaction
VNY	Consumer Service Center Representatives	0-3600	\$ 8.25 per account	PMR	Daily
VNE	N/A	N/A	N/A	N/A	N/A
VDC	TBD	TBD	TBD	TBD	TBD
VDE	TBD	TBD	TBD	TBD	TBD
VMD	TBD	TBD	TBD	TBD	TBD
VNJ	N/A	N/A	N/A	N/A	N/A
VPA	N/A	N/A	N/A	N/A	N/A
VVA	TBD	TBD	TBD	TBD	TBD
VWV	TBD	TBD	TBD	TBD	TBD

16. **3Q. Programming:** VZ Telcos will provide the programming necessary to support the functions described in Amendment

VZ Telcos	Service/ Employee Title	Number of OTC Employees	Rate	Basis for Rate	Frequency of Transaction
VNY	Customer Verification Vendors	Not Applicable	\$ 150.00 per hour	PMR	Daily
VNE	N/A	N/A	N/A	N/A	N/A
VDC	TBD	TBD	TBD	TBD	TBD
VDE	TBD	TBD	TBD	TBD	TBD
VMD	TBD	TBD	TBD	TBD	TBD
VNJ	N/A	N/A	N/A	N/A	N/A
VPA	N/A	N/A	N/A	N/A	N/A
VVA	TBD	TBD	TBD	TBD	TBD
VWV	TBD	TBD	TBD	TBD	TBD

**3R. Inbound and Outbound Fulfillment and Telemarketing Set Up Activities:** VZ Telcos will provide fulfillment and telemarketing set up activities (e.g., creation of telephone banks, printing of letters to customers, creation of databases and processes for tracking) to support the functions described in Amendment 16.

VZ Telcos	Service/ Employee Title	Number of OTC Employees	Rate	Basis for Rate	Frequency of Transaction
VNY	Customer Verification Vendors	Not Applicable	No more than \$3,500.00 per set-up	PMR	Daily
VNE	N/A	N/A	N/A	N/A	N/A
VDC	TBD	TBD	TBD	TBD	TBD
VDE	TBD	TBD	TBD	TBD	TBD
VMD	TBD	TBD	TBD	TBD	TBD
VNJ	N/A	N/A	N/A	N/A	N/A
VPA	N/A	N/A	N/A	N/A	N/A
VVA	TBD	TBD	TBD	TBD	TBD
VWV	TBD	TBD	TBD	TBD	TBD

**3S. Training of Vendor Employees:** VZ Telcos will train Vendor personnel as needed to perform certain functions in support of the work efforts described in Amendment 16.

VZ Telcos	Service/ Employee Title	Number of OTC Employees	Rate	Basis for Rate	Frequency of Transaction
VNY	Customer Verification Vendor Employees	Not Applicable	\$ 12.00 per hour	PMR	Daily
VNE	N/A	N/A	N/A	N/A	N/A
VDC	TBD	TBD	TBD	TBD	TBD
VDE	TBD	TBD	TBD	TBD	TBD
VMD	TBD	TBD	TBD	TBD	TBD
VNJ	N/A	N/A	N/A	N/A	N/A
VPA	N/A	N/A	N/A	N/A	N/A
VVA	TBD	TBD	TBD	TBD	TBD
VWV	TBD	TBD	TBD	TBD	TBD



4. **Miscellaneous Expenses:** VZ LD Companies will pay VZ Telcos all miscellaneous expenses incurred by VZ Telcos in the provision of services in accordance with the Agreement.

VZ Telcos	Service/Employee Title	Number of OTC Employees	Rate	Basis for Rate	Frequency of Transaction
VNY	Employee travel expense	Not Applicable	Actual expenses incurred	Actual expenses incurred	Occasionally
VNE	Employee travel expense	Not Applicable	Actual expenses incurred	Actual expenses incurred	Occasionally
VDC	TBD	TBD	TBD	TBD	TBD
VDE	TBD	TBD	TBD	TBD	TBD
VMD	TBD	TBD	TBD	TBD	TBD
VNJ	Employee travel expense	Not Applicable	Actual expenses incurred	Actual expenses incurred	Occasionally
VPA	Employee travel expense	Not Applicable	Actual expenses incurred	Actual expenses incurred	Occasionally
VVA	TBD	TBD	TBD	TBD	TBD
VWV	TBD	TBD	TBD	TBD	TBD

VZ Telcos	Service/Employee Title	Number of OTC Employees	Rate	Basis for Rate	Frequency of Transaction
VNY	Employee meal expense	Not Applicable	Actual expenses incurred not to exceed \$60/day /employee	Actual expenses incurred	Occasionally
VNE	Employee meal expense	Not Applicable	Actual expenses incurred not to exceed \$60/day /employee	Actual expenses incurred	Occasionally
VDC	TBD	TBD	TBD	TBD	TBD
VDE	TBD	TBD	TBD	TBD	TBD
VMD	TBD	TBD	TBD	TBD	TBD
VNJ	Employee meal expense	Not Applicable	Actual expenses incurred not to exceed \$60/day /employee	Actual expenses incurred	Occasionally
VPA	Employee meal expense	Not Applicable	Actual expenses incurred not to exceed \$60/day /employee	Actual expenses incurred	Occasionally
VVA	TBD	TBD	TBD	TBD	TBD
VWV	TBD	TBD	TBD	TBD	TBD

VZ Telcos	Service/Employee Title	Number of OTC Employees	Rate	Basis for Rate	Frequency of Transaction
VNY	Employee hotel expense	Not Applicable	Actual expenses incurred not to exceed \$400/day /employee	Actual expenses incurred	Occasionally
VNE	Employee hotel expense	Not Applicable	Actual expenses incurred not to exceed \$400/day /employee	Actual expenses incurred	Occasionally
VDC	TBD	TBD	TBD	TBD	TBD
VDE	TBD	TBD	TBD	TBD	TBD
VMD	TBD	TBD	TBD	TBD	TBD
VNJ	Employee hotel expense	Not Applicable	Actual expenses incurred not to exceed \$300/day /employee	Actual expenses incurred	Occasionally
VPA	Employee hotel expense	Not Applicable	Actual expenses incurred not to exceed \$300/day /employee	Actual expenses incurred	Occasionally
VVA	TBD	TBD	TBD	TBD	TBD
VWV	TBD	TBD	TBD	TBD	TBD

**5. Voice Recognition Unit Marketing.** VZ Telcos will solicit sales of VZ LD Companies' services through a marketing message on the VZ Telcos' VRU/ACD systems.

VZ Telcos	Service/Employee Title	Number of OTC Employees	Rate	Basis for Rate	Frequency of Transaction
VNY	VRU Statement	Not Applicable	\$ 3.77 per thousand calls	EFMV <sup>6</sup>	Daily
VNE	VRU Statement	Not Applicable	\$ 11.85 per thousand calls	EFMV	Daily
VDC	TBD	TBD	TBD	TBD	TBD
VDE	TBD	TBD	TBD	TBD	TBD
VMD	TBD	TBD	TBD	TBD	TBD
VNJ	TBD	TBD	TBD	TBD	TBD
VPA	VRU Statement	Not Applicable	\$ 8.95 per thousand calls	EFMV	Daily
VVA	TBD	TBD	TBD	TBD	TBD
VWV	TBD	TBD	TBD	TBD	TBD

**6. PRE-LAUNCH REFERRALS AND RECORDKEEPING:** Before an FCC order authorizing the VZ LD Companies to provide long distance services in a state goes into effect, the VZ Telcos may receive calls from potential long distance customers. In such cases, the VZ Telcos shall inform the customer of the unavailability of the services and offer to record the customer's interest in the VZ LD Companies' services.

VZ Telcos	Service/Employee Title	Number of OTC Employees	Rate	Basis for Rate	Frequency of Transaction
VNY	N/A	N/A	N/A	N/A	N/A
VNE	Customer Service Representatives	0-1,600	\$.83/min.	FDC	Daily
VDC	TBD	TBD	TBD	TBD	TBD
VDE	TBD	TBD	TBD	TBD	TBD
VMD	TBD	TBD	TBD	TBD	TBD
VNJ	Customer Service Representatives	0-2,000	\$1.00/min.	FDC	Daily
VPA	Customer Service Representatives	0-2,000	\$.81/min.	FDC	Daily
VVA	TBD	TBD	TBD	TBD	TBD
VWV	TBD	TBD	TBD	TBD	TBD

<sup>6</sup> EFMV means estimated fair market value

**verizon**

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Customer Support

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Affiliated Agreements

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Verizon Long Distance

**Agreement Details:**

**Title:** Amendment No. 1 to Sales and Marketing Agreement,  
Statement of Work

**Effective Date:** 06/01/01

**Provided by:** Bell Atlantic Communications, Inc. d/b/a Verizon  
Long Distance (VLD)

**Provided to:** Verizon California Inc., Verizon Florida Inc.,  
Verizon Hawaii Inc., Verizon Midwest, Verizon Mid-States,  
Verizon North Inc., Verizon Northwest Inc., Verizon South Inc.,  
Verizon West Coast Inc., GTE Southwest Inc. d/b/a Verizon  
Southwest

**Details:**

None

**Terms and Conditions:**

This Amendment allows employees or agents of Verizon local companies and of VSSI whose responsibilities include selling or marketing VSSI products to also sell or market Verizon local products, in conjunction with the sale or marketing of VSSI inter-exchange products and services.

**Renewal Clause:**

Yes

**Special Equipment:**

None

**Rates/Transaction Frequency/OTC\* Resources:**

\*Operating Telephone Company

Service	Number of OTC	Rate	Pricing Criterion	Frequency of Transaction/per
Toll Optimization	N/A	\$35 per INTRA	FDC*	Daily

\* FDC - Fully Distributed Cost rates are fully loaded rates, which include the costs of material and all direct and indirect miscellaneous and overhead costs

**Original Agreement**

**Amendment No. 1 to Sales and Marketing Agreement,  
Statement of Work**

**Contract period: 07/31/99 to 07/31/02**

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**A copy of the written agreement is available  
for public inspection between the hours of 9  
a.m. and 4 p.m., Monday through Friday,  
except for Holidays, at the following locations:**

Tel. 808-546-7730

Verizon North Inc. Glen Hatheway  
19845 N. US HWY 31  
Westfield, IN 46074  
Tel. 317-896-8588

Verizon Southwest Ranae Brigham  
500 John Carpenter Frwy  
Irving, TX 75062  
Tel. 972-717-7859

Verizon South Inc. James Crawford  
4100 Roxboro Road  
Durham, NC 27704  
Tel. 919-317-5367

Verizon Northwest Inc. Jan Howard  
1800 41st Street  
Everett, WA 98201  
Tel. 425-261-6003

Verizon Midwest Ruth Nelson  
1000 Verizon Drive  
Wentzville, MO 63385  
Tel. 636-332-7378

Verizon West Coast Inc. Jan Howard  
1800 41st Street  
Everett, WA 98201  
Tel. 425-261-6003

Verizon Mid-States Kim Miller  
600 Hidden Ridge  
Irving, TX 75038  
Tel. 972-718-7396

**[Return to Current Location in Affiliated Agreements]**

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Long Distance service provided by Verizon Long Distance.

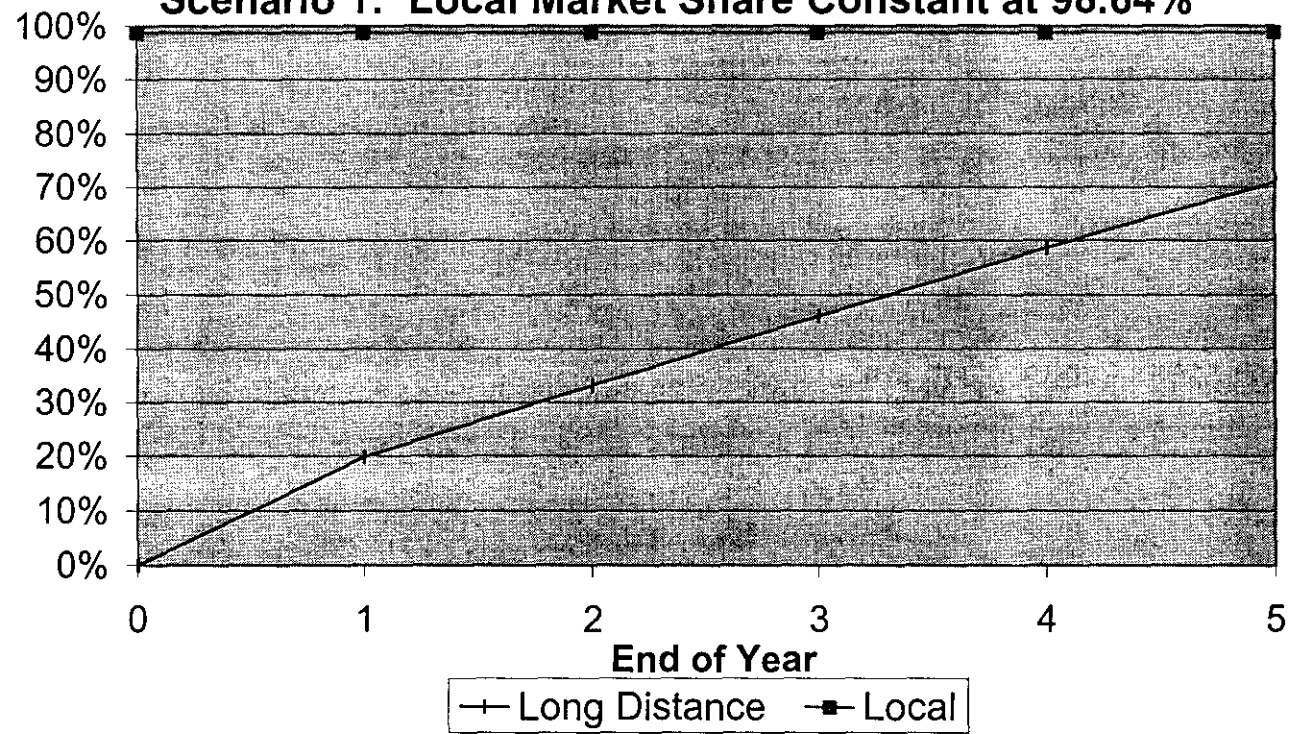


**Attachment 4:**

**Model of the Growth in Verizon New Jersey  
Long Distance Market Share**

## Verizon - New Jersey Long Distance Market Share

Scenario 1: Local Market Share Constant at 98.64%





Scenario 1 Results : Local Market Share Constant at 98.64%						
	Year 1	Year 2	Year 3	Year 4	Year 5	Line
Verizon - New Jersey local market share in Verizon - New Jersey territory, BOY	98.64%	98.64%	98.64%	98.64%	98.64%	$l = z^{(t-1)}$
Verizon - New Jersey long distance market share in Verizon - New Jersey territory, EOY	0%	19.81%	33.11%	46.05%	58.67%	$m = y^{(t-1)}$
Residential lines in Verizon - New Jersey territory (including competitive)	4,402,511	4,572,448	4,748,944	4,932,254	5,122,639	$n = n^{(t-1)} * f$
Verizon - New Jersey residential lines	4,342,831	4,510,464	4,684,568	4,865,393	5,053,197	$o = l * n$
Residential households in Verizon - New Jersey territory (including competitive)	3,415,447	3,547,283	3,684,208	3,826,419	3,974,118	$p = n / (1 + g)$
Verizon - New Jersey residential households	3,369,147	3,499,196	3,634,265	3,774,548	3,920,246	$q = o / (1 + g)$
Verizon - New Jersey inward residential customer orders, midyear	572,755	594,863	617,825	641,673	666,442	$r = h * ((1 + z) / 2) * p$
Inward residential customer orders where customers accept ILEC long distance service on the initial contact.	471,681	489,888	508,797	528,437	548,834	$s = i * r$
"PIC change" residential customers switching to ILEC	204,927	210,817	365,898	528,666	699,438	$t = j * m * p$
Verizon - New Jersey long distance customers	676,607	700,705	874,695	1,057,103	1,248,273	$u = s + t$
Verizon - New Jersey long distance customers net of current year PIC changes	676,607	497,723	522,396	548,085	574,829	$v = u - (w^{(t-1)} * j)$
Verizon - New Jersey long distance customers (cumulative)	676,607	1,174,330	1,696,726	2,244,811	2,819,640	$w = v + w^{(t-1)}$
Verizon - New Jersey residential access lines with Verizon - New Jersey long distance customers	872,147	1,513,711	2,187,080	2,893,561	3,634,516	$x = w * (1 + g) + x^{(t-1)}$
Verizon - New Jersey long distance market share in Verizon - New Jersey territory, EOY	19.81%	33.11%	46.05%	58.67%	70.95%	$y = x / n$
Verizon - New Jersey local market share in Verizon - New Jersey territory, EOY	98.64%	98.64%	98.64%	98.64%	98.64%	$z = l + e$